AMENDMENTS TO THE CLAIMS

1-38.   (Canceled)

39.   (New) A method for optimization of business metrics, comprising:

configuring hardware and software resources within an information technology (IT) infrastructure in a specified IT configuration;

defining a business metric corresponding to a business objective that is to be met by the IT infrastructure;

establishing a business model comprising:

a system model, which models the IT configuration of the IT infrastructure;

a user behavior model, which models behavior of users of the IT infrastructure; and

a business level model, which determines, responsively to the system model and the user behavior model, an impact on the business metric of events occurring in the IT infrastructure;

generating situations for input to the business model, each situation comprising one or more events relating to the IT infrastructure, together with one or more conditions attached to the events;

processing the situations using the business model in order to identify a change in the IT configuration that will enhance the business metric; and

reconfiguring the resources in the IT infrastructure so as to implement the change.

40. (New) The method according to claim 39, wherein processing the situations comprises computing an expected variation in the business metric due to the change, and wherein the method comprises:

monitoring the IT infrastructure during run-time to detect an impact of the change on the business metric;

detecting a difference between the impact and the expected variation; and

updating the business model responsively to the difference.

41. (New) The method according to claim 39, wherein defining the business metric comprises setting the business objective responsively to a service level agreement for provision of a service by a service provider to a service consumer.

42. (New) The method according to claim 41, wherein the service level agreement specifies quantitative terms comprising a price paid for the service by the service consumer and a penalty charged for violation of the service level agreement, and wherein defining the business metric computing the business metric responsively to the quantitative terms.

43. (New) the method according to claim 39, wherein defining the business metric comprises computing the business metric responsively to a total income generated by the IT infrastructure.

44. (New) The method according to claim 39, wherein the user behavior model specifies at least one user-related parameter selected from a group of parameters consisting of a number of the users of the IT infrastructure, types of the users of the IT infrastructure, and a manner in which the users use the IT infrastructure.

45. (New) The method according to claim 39, wherein the system model specifies a hardware configuration of the IT infrastructure, software applications supported by the IT infrastructure, and the respective resources used by of the software applications.

46. (New) The method according to claim 39, wherein the business level model determines the impact on the business metric of at least one event corresponding to a

penalty paid to a customer for violation of a service level guarantee.

47. (New) The method according to claim 39, wherein the business level model determines the impact on the business metric of at least one event corresponding to desertion of a customer due to poor service.

48. (New) The method according to claim 39, wherein the business level model determines the impact on the business metric of at least one event corresponding to a gain of a customer due to establishment of a good reputation.

49. (New) The method according to claim 39, wherein one or more of the system model, the user behavior model, and the business level model comprise a simulation model.

50. (New) The method according to claim 49, wherein the events comprise simulated events created by the simulation model.